
em-trak non-warranty repair service

Scope:

The em-trak non-warranty repair service covers the following products, categorised into two tiers and their associated pricing structures –

Tier 1:

A100 Class A transceiver (405-0025 / 405-0045)
A200 Class A transceiver (425-0012)
B400 Class B transceiver (427-0003)

- Inspection fee (including return shipping): **\$100**
- Repair charge (including parts): **\$250**

The above charges are fixed, therefore the total charge for the repair and return of a Tier 1 product would be **\$350**.

Tier 2:

B100 Class B transceiver (411-0001)
B300 / B330 Class B transceiver (413-0050 / 413-0082)
B350 / B360 Class B transceiver (413-0086 / 413-0088)
BT100 BUOY-Tracker (418-0067)
R100 / R300 receiver (412-0001 / 413-0058)
S100 / S300 splitter (416-0013 / 413-0060)
I100 (417-0001 / 417-0052)
B900 Series Class B transceiver (430-xxxx)

- Inspection fee (including return shipping): **\$100**
- Repair charge (including parts and labour): **\$100**

The above charges are fixed, therefore the total charge for the repair and return of a Tier 2 product will be **\$200**.

Inspection fee:

The inspection fee is compulsory, even in the event of the repair not being approved.

Warranty:

All repairs are warranted against failure for a period of 18 months.

BER:

em-trak Marine Electronics Ltd reserve the right to deem any unit as BER (beyond economical repair). This is normally determined by extensive damage to the unit, or when the repair cost exceeds that of a replacement unit.

Payment:

Payment terms for dealers/distributors are as per the existing em-trak agreement. Private customers will need to provide payment before the goods can be returned.

Contact:

More information can be requested by submitting a request through the support site (<https://support.em-trak.com>), or by emailing support@em-trak.com.